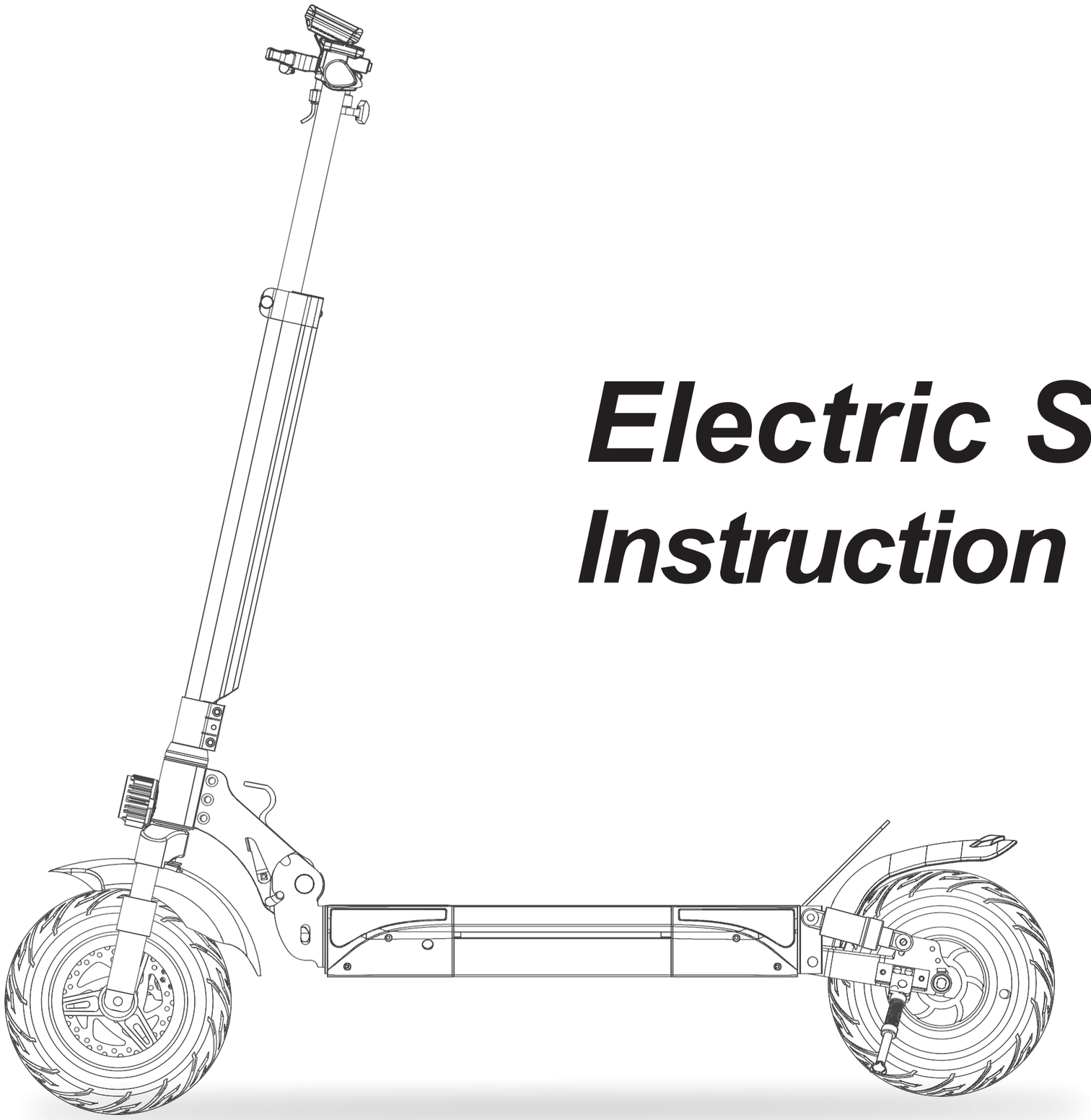
HONEYWHALE



Electric Scooter

Instruction manual

T4A

Precautions!

Always read the product manual and follow the instructions before attempting to use your vehicle for the first time. If you do not understand the product instructions during installation or require additional service, please contact the appropriate dealer.

When riding an electric scooter, you must comply with local laws and regulations. Safe use of the product depends on strict adherence to the warnings, precautions, and operating instructions in this manual. Violent use is prohibited, and the damages and risks caused by violent use are at the user's own risk. We are not responsible for injury or damage caused by failure to follow warnings, precautions, and operating instructions, or for injuries caused by improper personal handling. Users should travel at their own risk and responsibility.

Like any mechanical component, vehicles are subject to significant stress and wear. Different materials and components respond differently to wear or fatigue. If a component exceeds its expected lifespan, it can suddenly break and cause injury to the user. Cracks, scratches, and discolorations in stressed areas indicate that a component has outlived its useful life and needs to be replaced.

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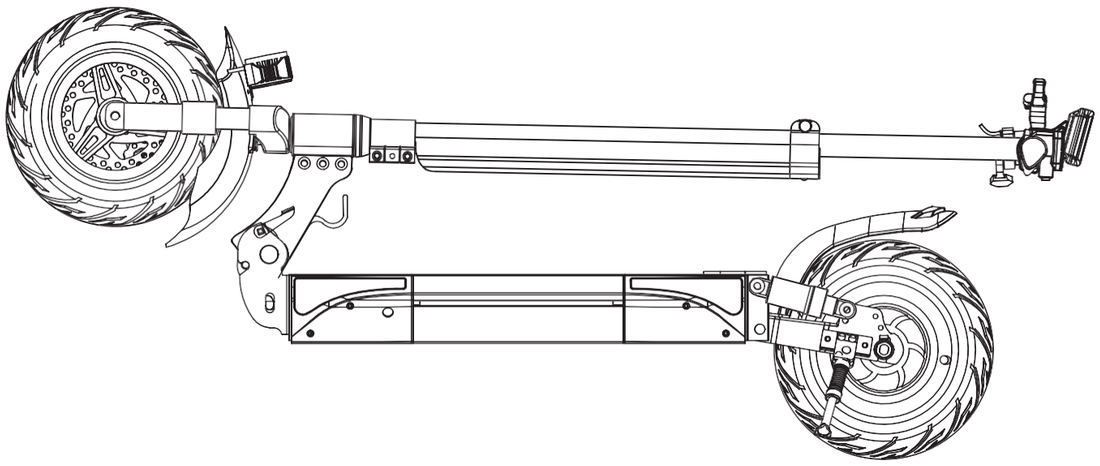
What's in the box



When you open the package, check that the above components are complete. If any components are missing, please contact your retailer/distributor to obtain the missing components.

After confirming that all components are
Present and in good condition, you're ready to ride your new electric scooter.

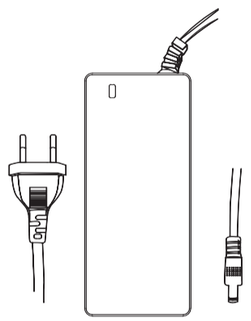
Please keep the box and packing materials for future shipments under warranty.

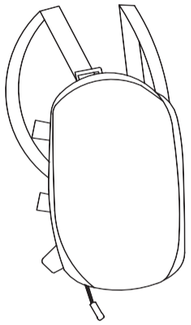
Always turn off the electric scooter and unplug the charger before assembling the product or cleaning it.

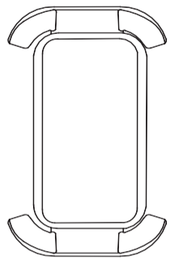
The product image in the instruction manual is
Just for reference, please refer to the actual product you purchased.

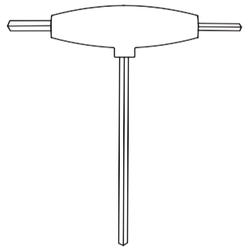
Accessorie

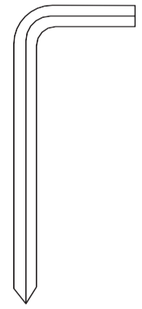
Manual

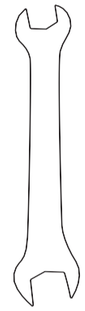

Charger


Hanging bag

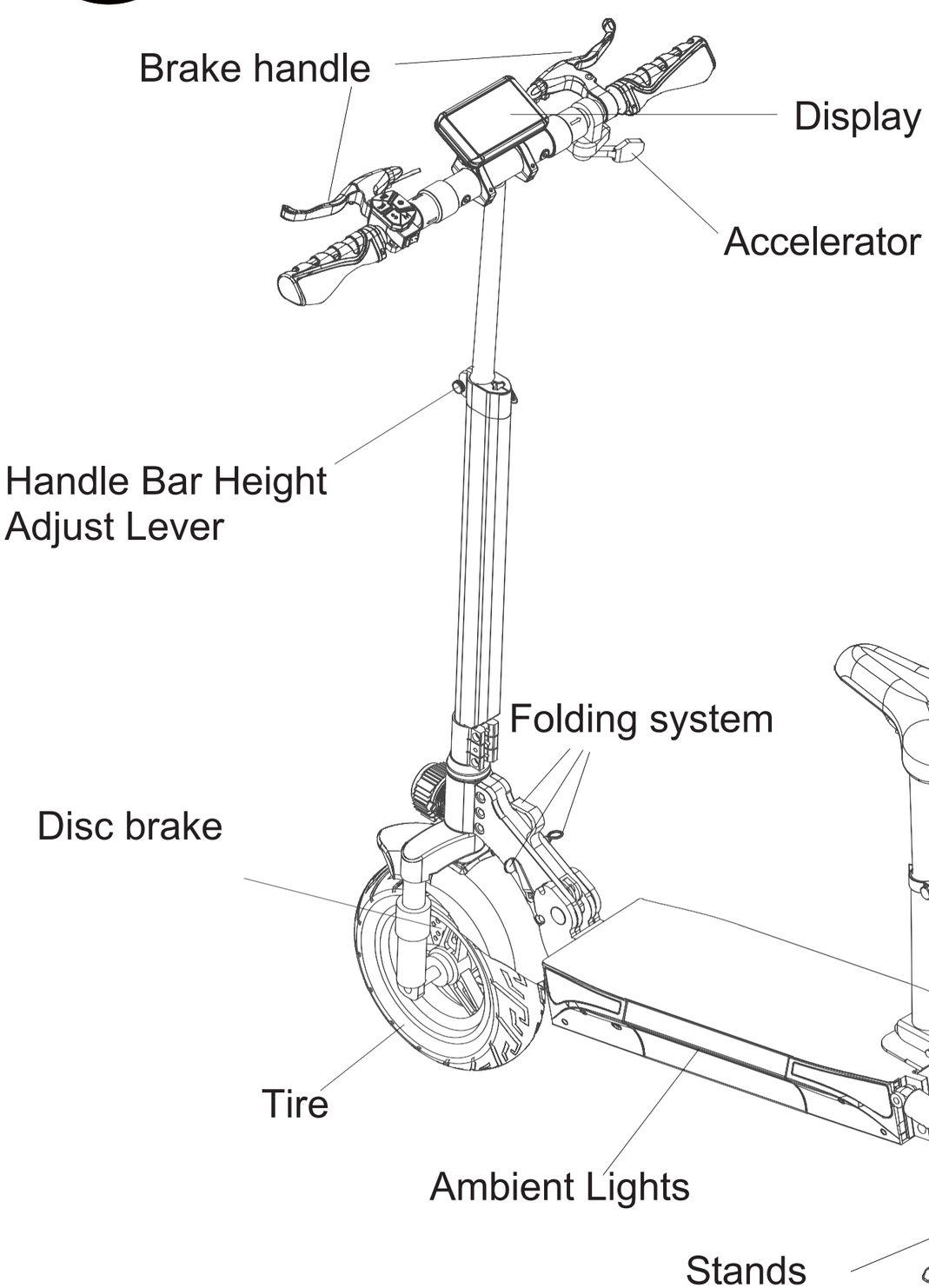

Mobile phone holder

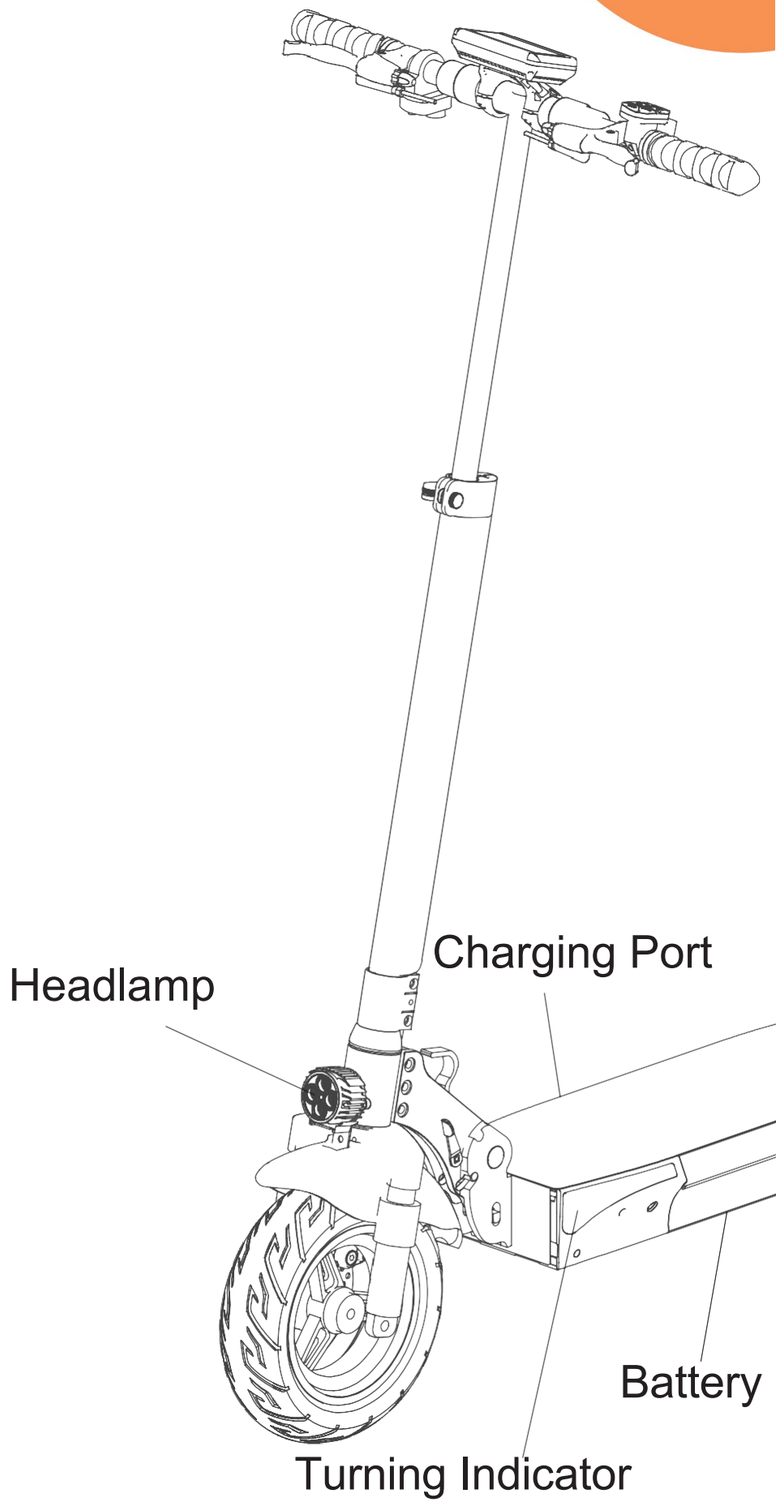

3-in-1 tool


Allen key


Wrench

Product Introduction

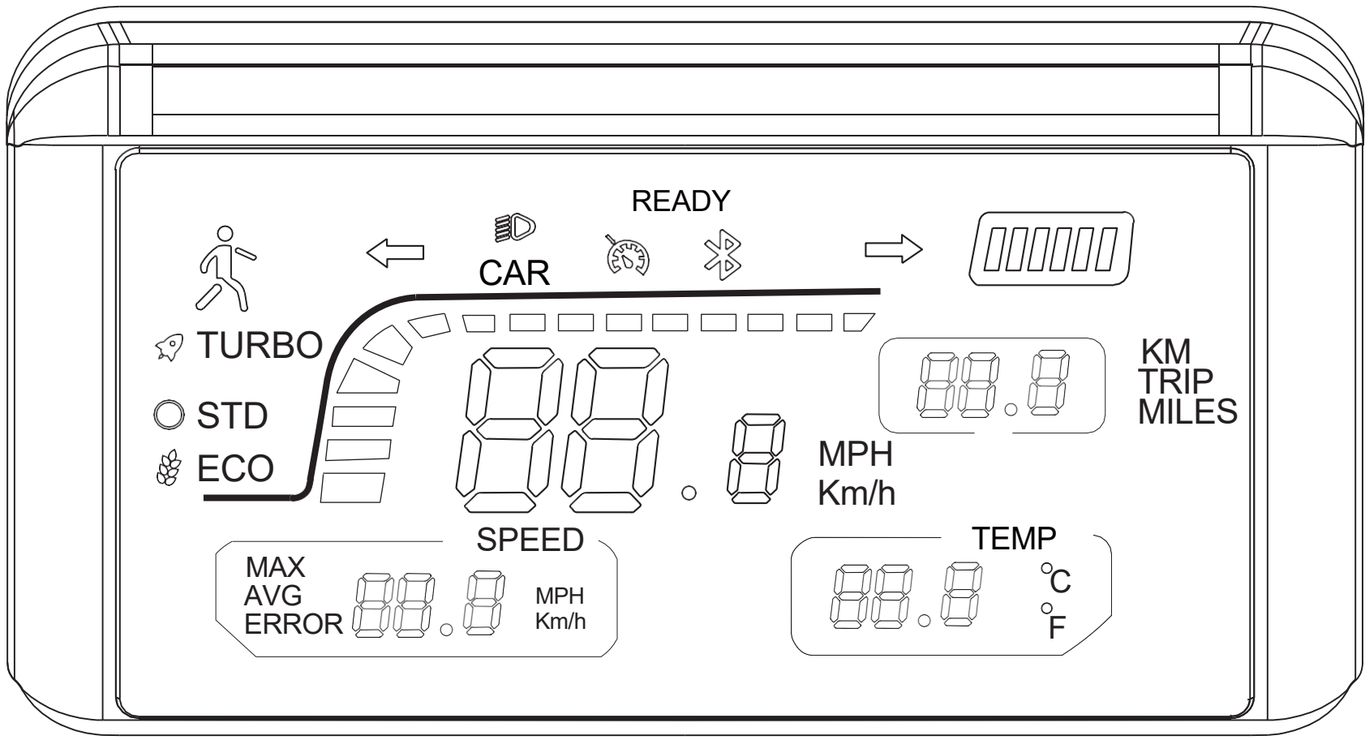




Control Panel Instructions

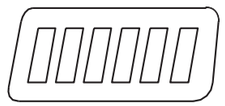
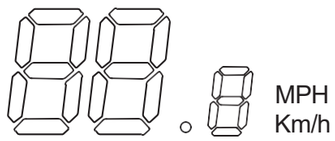
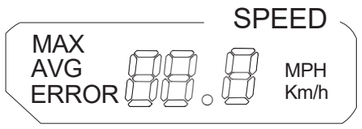
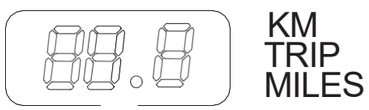
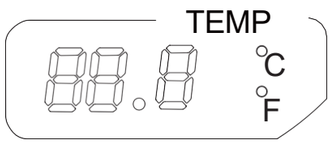
Button/Part Name	Functions	How to achieve
Accelerator	Control the speed of the scooter	Press the accelerator and adjust the force to achieve different speeds.
Headlight button	Turn on/off the headlights	Press the button once to turn the headlights on and once to turn them off.
Horn button	Beep to warn vehicles or pedestrians to move out of the way	Short press or hold the button makes a short or long horn sound
Power button /off	Turn on/off	Press and hold the button for more than 2 seconds and the scooter will turn on. Shutdown is the same operation.
Speed Mode Switch Button (S Button)	Switch between 4 speed modes	Press the button 1 time.
Speed Measurement Unit Change Button (M Button)	Switch between speed, km/h, and mph measurement units	Press the button 1 time.
Turn signal button	Warns pedestrians or other vehicles that you are about to turn left or right	The left turn signal lights up when the button is set to the left position; The right turn signals light up when the button is set to the right position; When the button returns to the center position, all turn signals are turned off.

Screen Description



Display Icons	Icon Name	Meaning
TURBO STD ECO	**4 Speed Mode Icons**	The corresponding icon lights up to indicate the speed mode the scooter is in. There are 4 modes in total, PEDESTRIAN/ECO/STD/TURBO. Press the Speed Mode Change Button to change the speed mode, or you can switch via the app.
	Left/right turn signal icons	This icon lights up to indicate that the left or right turn signal is on.
	Lighthouse icons	This icon lights up to indicate that the headlights are on.
	Bluetooth Icon	The icon lights up to indicate that the scooter has successfully connected to the mobile app.
	Cruise Control Icon	This icon lights up to indicate that cruise control mode is engaged, meaning the vehicle can move forward without needing to press the accelerator.

Screen Description

Display Icons	Icon Name	Meaning
	**Battery level icon**	Indicates the remaining battery power, with a total of 6 cells. It's important to note that to prevent battery aging, you need to recharge it in time before you have a power cell left. Do not wait until the battery is completely depleted to charge it.
	**Speed icon**	（1） Indicates the current real-time speed of the skateboard. （2） When there is a fault, this area will also display the error code, for example, E 04. At this time, please stop using the scooter and check the fault according to the error code table.
MPH Km/h	**Icons of the 2 units of speed measurement**	The unit of measurement that indicates the current speed value of the scooter. Showing km/h means that the value is in kilometers. Showing mph means the value is in miles.
	**Top speed icon**	Indicates the value of the maximum speed during a single trip.
	**Mileage icon**	Indicates the distance traveled during the scooter's current trip. The distance is reset to zero after turning off the scooter
	**Temperature icon**	The icon lights up to indicate the current temperature of the battery. When the battery temperature is too high, please stop the use of the scooter. Also, don't charge it right away. Please leave the scooter at room temperature before charging.

Speed Mode Description

Mode Name	Speed limit in this mode	How to activate each mode
PEDESTRIAN MODE	6km/h （4mph）	Press the speed mode switch button 1 times quickly
ECO Mode	25km/h （15mph）	Press the speed mode switch button 1 times quickly
STD Mode	35km/h （22mph）	Press the speed mode switch button 1 times quickly
TURBO Mode	45km/h （28mph）	Press the speed mode switch button 1 times quickly

Seat Installation Tutorial

The T4A only needs to be deployed, there is no need to install any other parts apart from the seat. However, during transport, the screws can loosen due to vibrations. For safety, please check and tighten all screws before use.

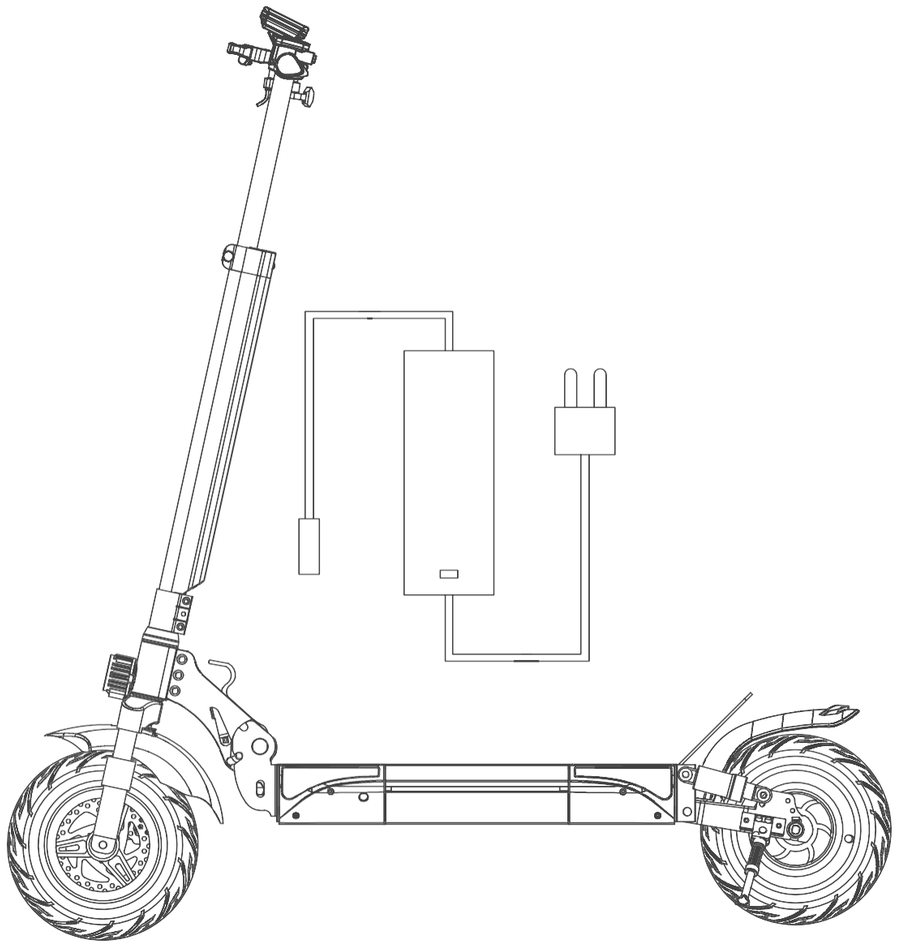
Seats can be installed as needed. It can be driven standing or sitting.

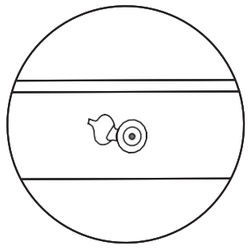
The seat installation video link please check the email of your order.

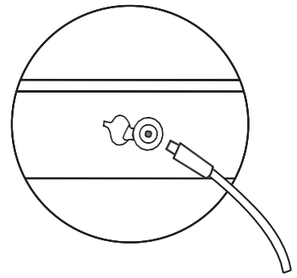
Unfold & Fold Tutorial

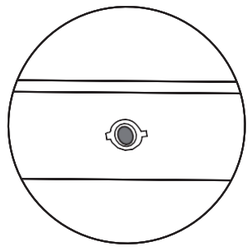
To view the unfold and fold tutorial, please check the email of your order.

Charging Instructions









1. Make sure the scooter is turned off to avoid accidentally touching the throttle lever.

2. Open the protective rubber charging cover and insert the charger connector into the charging hole on the body.

3. Insert the charger plug into the power outlet.

4. When the indicator light on the charger is red, it means that it is charging, and when the indicator light on the charger turns green, it means that the battery is fully charged.

5. Once charging is complete, please plug the rubber plug into the charging port to prevent dust and water from entering.

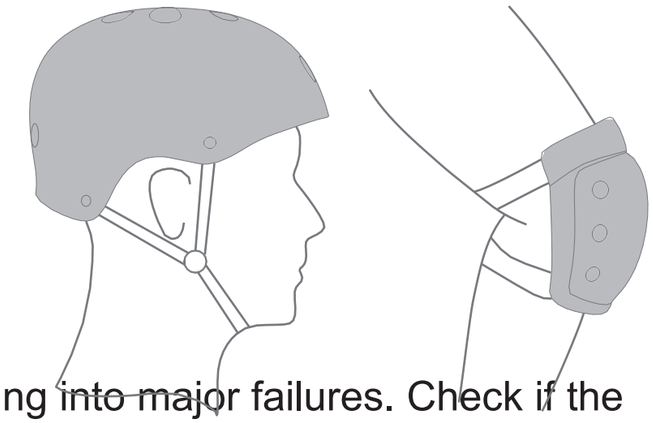
If the scooter is almost out of power, charge it in time. If the scooter is not used for an extended period, charge it once a month. The user is solely responsible for the failure of battery protection caused by long-term power loss and excessive discharge.

Each electric scooter is equipped with a unique lithium battery and a dedicated charger. Do not use Chargers from other brands for charging. Other types of products are not suitable for use with our chargers. If the battery or charger is damaged as a result, the user is liable.

Pre-Driving Inspections & Precautions

To ensure safety, be sure to wear protective gear (helmet, elbow pads, knee pads, gloves, etc.) when riding.

Check if the parts are installed securely. If the nuts and bolts are loose or missing, they need to be tightened in time or installed with new screws or nuts.



Check if the body of the scooter is intact. If the frame is cracked or the parts are damaged, repair or replacement parts

They need to be done in time to prevent small problems from piling up and turning into major failures. Check if the braking performance is sensitive. If the braking distance is long, the brake tightening of the rear wheels must be quickly adjusted.

Check that the folded parts are locked and stable.

Check if the battery charge is sufficient. Calculate the distance you need to travel ahead of time to prevent the battery from suddenly draining on the road.

Check if the tires are in good condition. If the wear is severe, it will need to be replaced in time. If cracks or holes caused by nails appear, go to a repair shop to repair or replace the tires as soon as possible.

Pre-Driving Inspections & Precautions

Check and maintain proper tire pressure to improve handling and ride comfort. Check if the scooter's handlebar throttle is secure and working sensitively. If there are any signs of slack, tighten it.

Check that the headlights and taillights are working properly. Check that the handlebar buttons are working properly.

Check if all icons on the screen are displayed normally. If an error code appears on the screen, refer to the troubleshooting table to resolve the issue before using the scooter.

If you're a beginner, you'll need an experienced assistant to teach you. The assistant must be able to operate the scooter and understand all the precautions and riding methods in this manual. You should look for a relatively open place to practice driving, at least 4 meters * 20 meters.

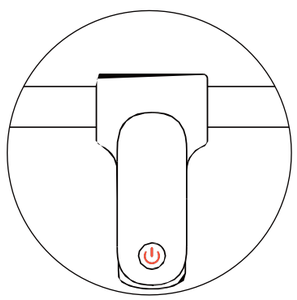
Familiarize yourself with your surroundings. Make sure there is no interference from cars, pedestrians, pets, bicycles, or other obstructions.

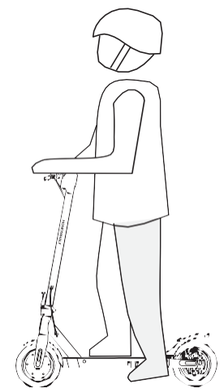
Driving Instructions

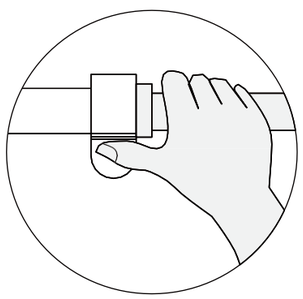
The default boot mode is "Zero Boot Mode". This means that, once the scooter is turned on, you simply press the throttle to move forward. (Important: Keep in mind not to accidentally press the accelerator before you're ready to drive, to avoid any danger.)

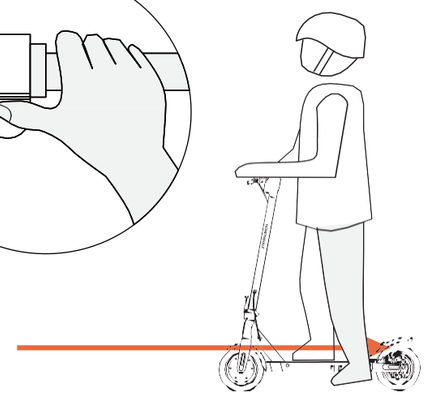
Driving Instructions

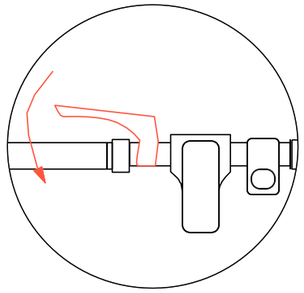
1. Press and hold the power button for two seconds to turn on the scooter.
2. Grab the handlebars with both hands, place one foot on the pedal and the other on the ground.
3. Gently press down on the throttle with your right thumb to get the scooter moving forward.
4. Once you're balanced, place both feet on the pedal.
5. To stop or slow down, release the accelerator and then, as needed, use the brakes with different levels of pressure. Under normal conditions, simply press the left brake lever. When braking in an emergency, press the left and right brake levers, but be careful to lean back slightly to avoid leaning forward due to inertia. When you brake, the scooter's tail light will flash.











Driving Instructions

For beginners, you can also change the boot mode to "Boot mode not at zero". To do so, connect the scooter to your phone via Bluetooth and then change the settings in the app.

Non-Zero Start Mode: After starting the scooter, simply pressing the accelerator will not cause the scooter to advance. You need to push the scooter with one foot for a short ride so that it reaches a speed of at least 5 km/h. Then, press the throttle to move the scooter forward. This mode is safer as it avoids the risk of accidentally pressing the accelerator while stationary.

The status of the tail light in different speed modes

(1) In pedestrian mode, the tail light flashes slowly and rapidly when braking.

(2)In other modes, when the lights are not on, the tail lights do not turn on and flash rapidly when braking. When the lights are on, the taillights come on slightly and flash rapidly when braking.

Cruise Control Mode

Cruise control mode is enabled by default in the initial state, but it needs to be turned on for it to work. After activating the cruise control mode, the scooter will drive at a fixed speed without pressing the accelerator. If you don't want to turn this mode on by mistake while driving, you can turn it off completely in the app. This mode is suitable for situations where there are no pedestrians or vehicles around. Do not use when there are too many vehicles on the road.

How to activate cruise mode: While riding, press and hold the accelerator and let the scooter ride at a constant speed at the desired speed for about 6-8 seconds. When cruise mode is successfully activated, the controller beeps and the cruise icon appears on the screen. When you release the throttle at this point, the scooter will automatically move forward without slowing down. Press the brake or accelerator to exit cruise control mode. Controller will beep. When you release the throttle at this point, the scooter will automatically move forward without slowing down. Press the brake or accelerator to exit cruise control mode.

For other button controls, you can see them in detail on the dashboard description page.

Bluetooth App Control

We understand the importance of user experience and are constantly injecting new features into the app, so the app interface may change with version updates. The following content is primarily based on the basic application and is for reference only. Specific features are subject to downloading the app by scanning the QR code.

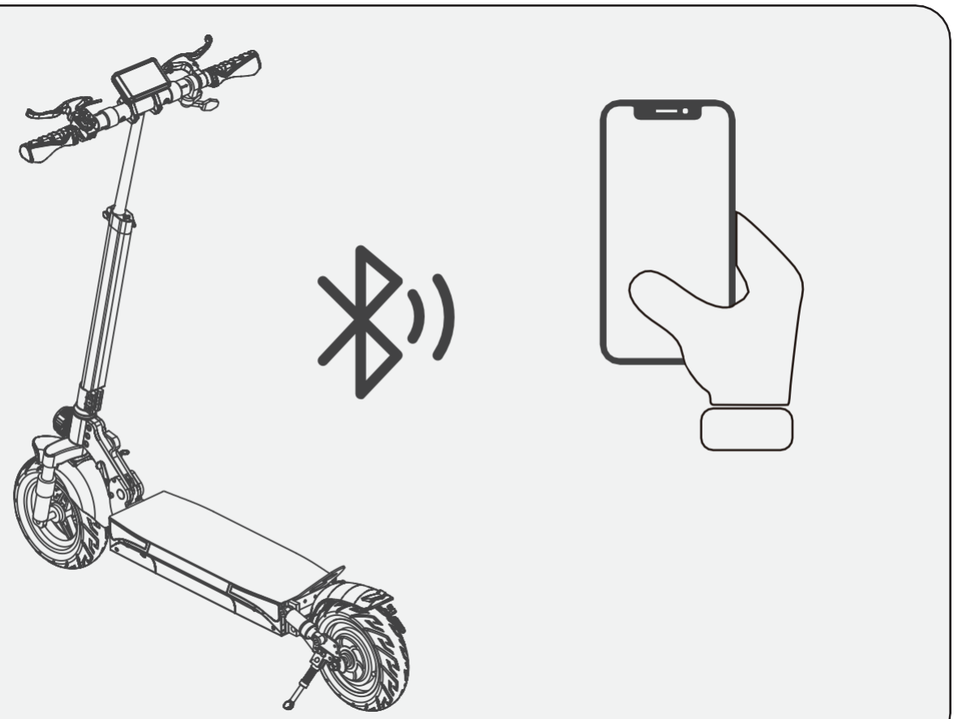
1. Scan the QR code to download the app. You can also download the app by searching for "HONEYWHALE" in the App Store. Alternative to download the App, please refer to your order's note on the email. Alternative to download the App, please refer to your order's note on the email.

GET IT ON Google Play

Download on the App Store

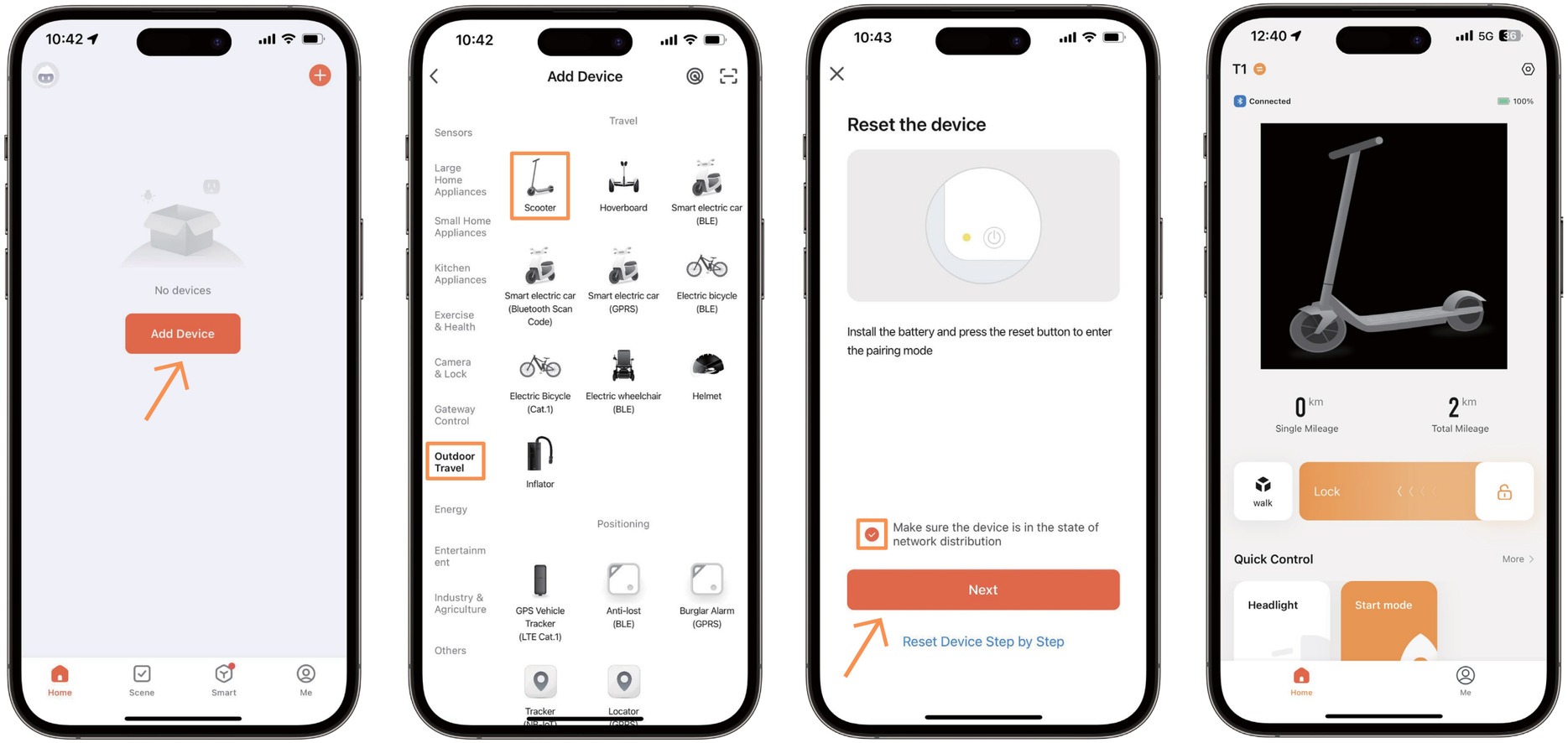
HONEYWHALE

2. Turn on the electric scooter, turn on Bluetooth on your phone, and open the app.



3. Click on "Add Device" and select the "Scooter" category under "Outdoor Travel".

4. Click the small circle, click Next, wait for the device to scan, and select the device to connect after the scan is complete.

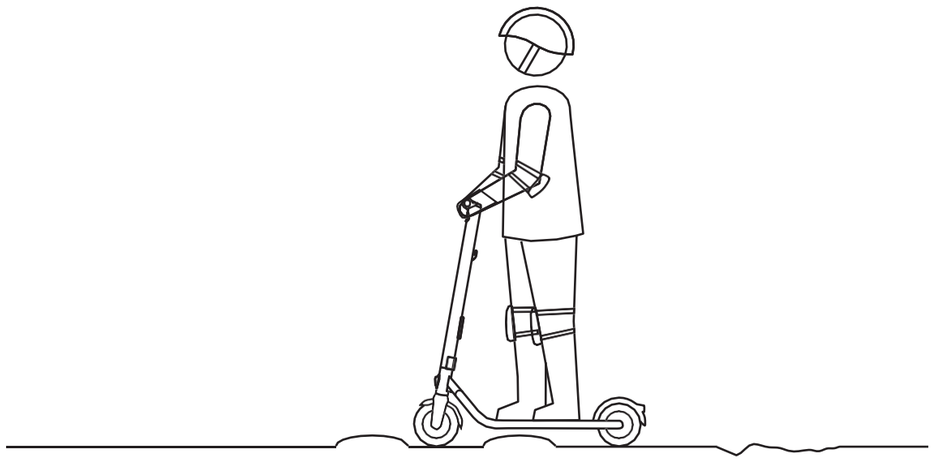


You can use the app to activate features such as headlights, change speed mode, change home mode, enable/disable cruise control, and lock the vehicle.

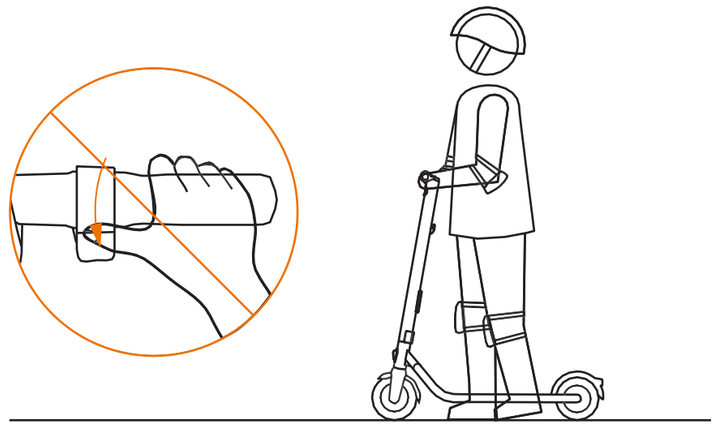
If the scooter can't connect to the app, turn the electric scooter, Bluetooth, and app back on and reconnect. Note: A scooter can only be connected to one mobile phone app at a time. If you need to connect the scooter with another phone, you'll need to disconnect it in the original phone's app.

Safety Warnings & Precautions

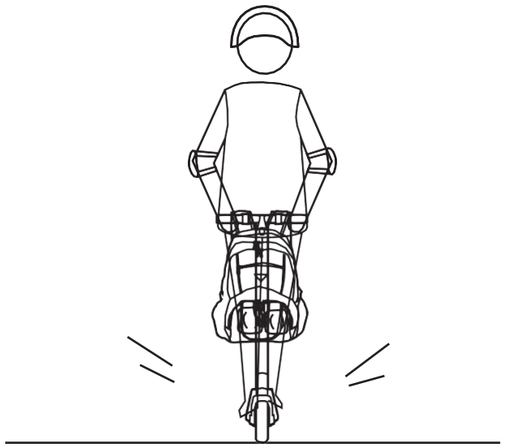
1. Don't ride your scooter in the rain



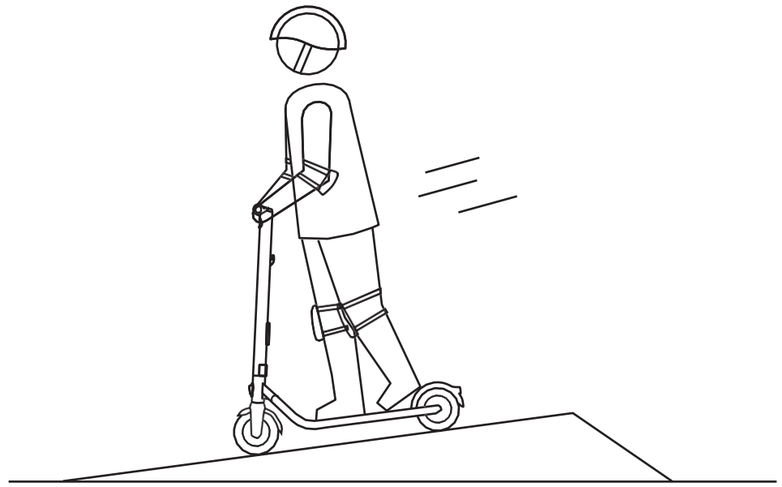
2. Maintain a speed of 5-10 km/h when riding on paths, bumpy roads, or other uneven surfaces. Bend your knees slightly to make it easier to step over difficult surfaces.



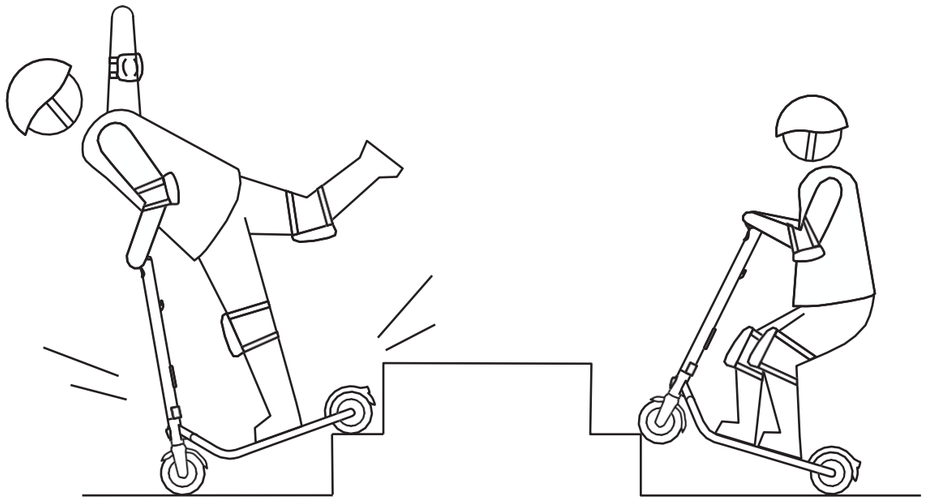
3. Don't step on the gas pedal when walking to the side of the scooter.



4. Do not carry heavy objects on the handlebars.

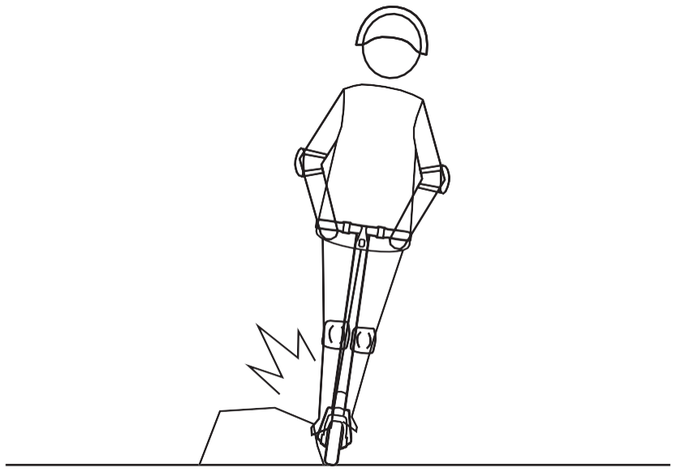


5. Control your speed when traveling downhill, when traveling at high speeds, and slow down with the brakes.

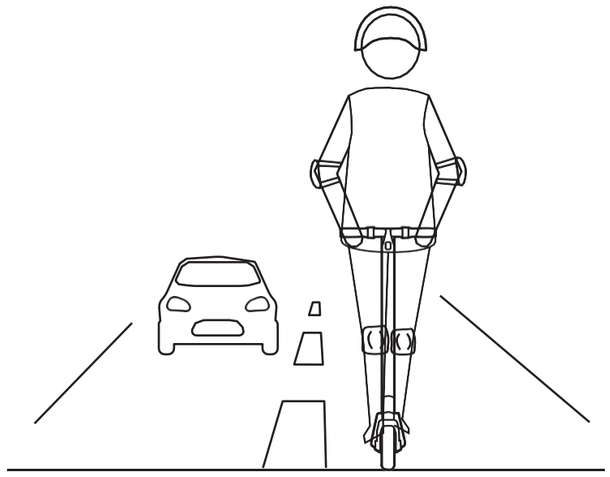


6. DO NOT go up or down stairs or jump over obstacles.

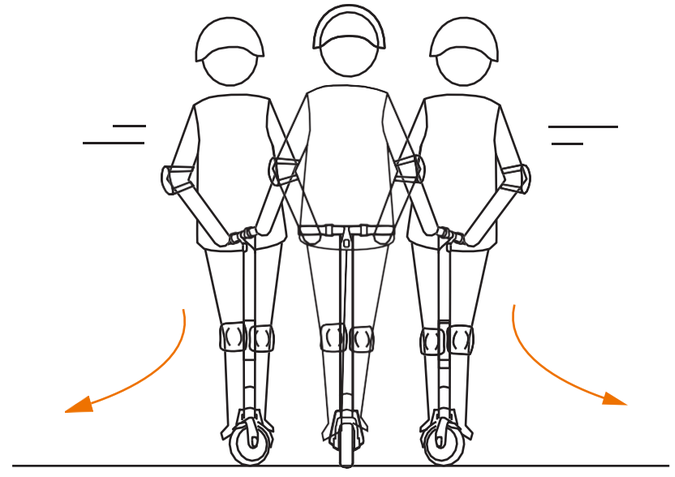
Safety Warnings & Precautions



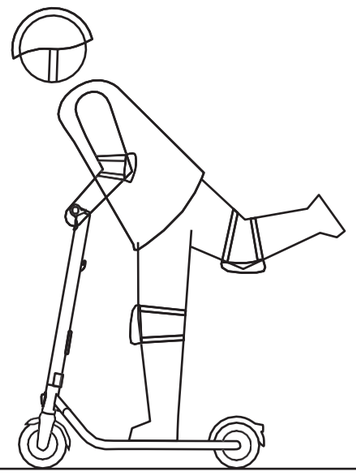
7. Prevent tires from colliding with obstacles.



8. In public roads, highways or highways.

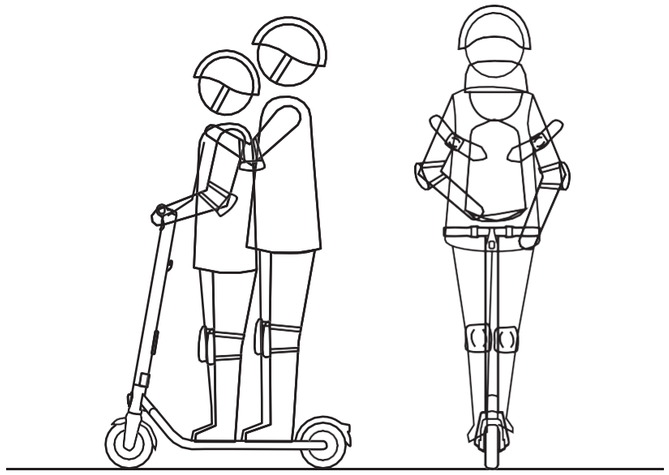


9. Do not turn the handlebars violently when riding at high speeds.



10. Don't ride the scooter with a Only standing while on the move.

11. Do not cross puddles or wet roads. In this case, it reduces the speed and ride on the sidewalk.



12. The product is only suitable for one person to drive. No
Drive with others or bring children.

Cleaning & Maintenance

To prolong the life of your electric scooter, clean and maintain it regularly.

Cleaning

Regularly cleaning your electric scooter is an important step in keeping the vehicle in good condition and reducing mechanical failures.

Follow the steps below to clean:

(1)- Turn off the scooter and unplug the charger, covering the charging port with a protective rubber cover.

(2)- Use a sponge or soft cloth slightly dampened with clean water and gently wipe the stains and dust from the surface of the scooter, pedals, and tires. If the stain can't be removed, add some toothpaste and brush gently with a toothbrush, then wipe with a damp cloth. Be careful to prevent water from getting into the scooter's battery and electronics.

(3)- After cleaning, use a dry cloth or paper towel to wipe off the remaining water. Prevent oxidation.

(4)- Place the scooter in a cool, ventilated outdoor place to dry. Avoid direct sunlight.

Notes

1. During the cleaning process, make sure to turn off the scooter, disconnect the charging cable, and close the charging port. Because water leaks can lead to electric shock or other serious problems.
2. Do not use alcohol, gasoline, paraffin, or other corrosive and volatile chemical solvents to clean the electric scooter to avoid direct damage.
3. Do not use a high-pressure water gun to wash the scooter.
4. Wipe with a damp cloth and don't let too much water fall on it to prevent water from penetrating the battery and electronic parts of the scooter.
5. If it needs a deep cleaning, you can go to a professional maintenance point and have it professionally cleaned and maintained.

Cleaning & Maintenance

Maintenance

Maintaining your electric scooter is an important step in ensuring the safety and prolonging the life of your scooter.

1. Clean the mud stains around the tires in time, pay attention to the wheel bearings, and lubricate them in time to prevent wear and shorten the life of the car and avoid safety accidents while driving.
2. Use the original power adapter and do not replace the charger casually. Each electric scooter manufacturer usually has individual charger needs. Do not change chargers at will if you do not know the charger model. Avoid using low-quality chargers or improper charging methods to avoid damage to the battery and other components. If the use requires relatively long mileage, try equipping multiple chargers for off-site charging. You can find the distributor that sells you the product or go to the brand's official website to buy it.
3. Over-discharging or overcharging will affect battery life. So, try not to let the battery drain completely or charge it for a long time, as this can cause the battery capacity to decrease and accelerate its aging. It is recommended to charge in time when the battery level is below 20% to prolong the life of the battery.
4. When charging, you should choose a well-ventilated, dry, and cool place, and avoid charging in environments with high temperatures, humidity, or safety hazards.
5. Do not use the electric scooter while charging to avoid safety hazards.
6. If it is not used for a long time, charge the electric scooter once a month to protect the battery.
7. Use original batteries. Using batteries from other models or brands may cause safety issues.

Cleaning & Maintenance

8. When not in use, keep the scooter in a cool, dry, enclosed place.
9. In high-temperature environments, avoid prolonged sun exposure and overcharging to slow down battery aging.
10. In low-temperature environments, try to park the EV indoors or in a warm place to increase the battery's operating temperature.
11. Electric scooter batteries must avoid strong pressures and impacts to avoid damaging the battery housing and internal structure. When using and storing electric scooters, care should be taken to protect the battery from external damage.
12. Do not disassemble the battery yourself to avoid battery damage, personal injury, or death caused by a short circuit.
13. With the increase in charges and discharges, and also the influence of poor charging habits, the battery will exhibit different degrees of aging. Batteries are consumables and can be replaced with new ones as needed when range is seriously affected.
14. Improper disposal of used batteries can cause serious damage to the environment. To protect the environment, comply with local regulations and dispose of used batteries properly.

Table of parameters

Please Check From Our HONEY WHALE Website.

Troubleshooting Sheet

During prolonged use, the circuits can age and fall off, causing some malfunctions. Check the speed area on the screen before driving to make sure no fault code such as E 04 appears. In the event of a breakdown, the scooter will also make a continuous sound and the fault icon on the display will light up. When a failure occurs, troubleshoot the issue according to the troubleshooting table. You can also contact your dealer for assistance.

Fault Name	Cause of failure	Reparation
E 4	Short Circuit Fault	Check to see if the wiring throughout the vehicle is normal. Replace the driver to fix the problem.
E 6	Voltage too low	Check for excessive resistance in the instrument center control cable
E 9	Secondary Engine Communication Error (Skip for Single-Wheel Drive Models)	Check for loose wires connecting the subcontroller to the main controller. If not, driver problem.
E 10	Failure to communicate with the dashboard	Check if the connection cable between the dashboard and the controller assembly is properly connected. Turn off the vehicle, disconnect and reconnect the plug in the assembly, then restart the vehicle. If the fault persists, the dashboard or controller will need to be replaced to fix the problem
E 11/12/13	Motor current sensor anomaly	Check for loose or damaged wires connected to the controller and motor.
E 14	Throttle position sensor abnormality (Hall sensor)	Check if the throttle has returned to the rest position, if the throttle cable and the throttle itself are working properly. You can also try disconnecting the throttle wiring and then restarting the vehicle to fix the fault

Troubleshooting Sheet

Fault Name	Cause of failure	Reparation
E 15	Brake position sensor abnormality (Hall sensor)	Check if the brake lever has returned to the rest position, if the brake cable and brake lever are working properly. You can also try disconnecting the electronic brake wiring and then restarting the vehicle to fix the fault.
E 16	Engine Anomaly (Hal Sensor)	If a power failure occurs, check the engine's Hall sensor connection. If it occurs when braking, check and, if necessary, replace the motor or controller to fix the fault.
E 19	Anomaly in the Hall sensor of the secondary engine (ignore for single-wheel drive models).	Check if the wiring in the secondary motor hall is correct, check and replace the motor or controller to fix the problem.
E 21	Anomaly in BMS/BMS communication	BMS (Ignore Batteries Without Communication)/BMS Communication Anomaly
E 50	High voltage on the DC bus	Excessive voltage in the main circuit, failure to turn on; Check if the battery voltage is normal. If the fault occurs while driving, the battery or controller will need to be replaced to fix the problem
E 53	System overload	Overload on the system, restart the vehicle. After a while, turn it back on. If the fault persists, the driver will need to be replaced to fix the problem. (Related to being overweight)
E 55	Controller High Temperature Alarm	The temperature of the controller is too high. Leave the vehicle to idle to cool down, then restart. If the fault persists after starting the vehicle again, the controller will need to be replaced to fix the problem
E 58	High Battery Temperature Alarm	The battery temperature is too high, let the scooter cool down before restarting.

Questions & Answers

1. When driving, the speed of each gear is much lower than the speed limit in the parameter table. This can occur because the speed unit is changed to mph. 1 mph equals 1.609 km/h. The speed of the vehicle in the initial state is calculated in km/h. If the unit speed displayed on the screen is mph, the unit has been changed. You can set the speed unit in km/h via the Bluetooth app. It can also be changed by triple-pressing the on/off button.

2. After starting the scooter, it cannot start even if the accelerator is pressed.

The reason for this situation is that the scooter's starting method is a non-zero start. You need to slide the scooter with your foot to give it some forward momentum and then press the throttle to move the scooter forward. This method of acceleration is safer and can avoid touching the accelerator, which can cause danger. Of course

If you don't like this startup method, you can connect the app and change the startup method to zero startup in the app. After turning it on, press the accelerator and the scooter will move forward.

3. During actual use, the speed and range may deviate from the values in the parameter table. Speed and range are affected by many factors, such as battery power, road conditions, user weight, ambient temperature, air resistance, tire pressure, etc. The

Speed and range values from the parameter table are measured indoors with a load of 60 kg, a temperature suitable environment and a flat road surface. Therefore, in real driving, speed and range may have certain errors in the values of the parameter table, which is normal. For example, when load capacity increases or road conditions are steep, speed and range will be reduced. When the battery power is low, undervoltage protection will occur, the voltage cannot reach the normal operating voltage, and the maximum speed will also be reduced. The range is reduced when used in both colder and warmer temperatures. These are normal phenomena. As the number of charges and discharges increases, as well as the effects of poor charging habits, the battery will deteriorate to a greater or lesser extent and the range will decrease.

Contact Us

Check on our Website for contact.

Please refer to our website warranty policy, T&C.

To better resolve your issue, please send email to Service@honeywhale.co.nz with your order number and a video. This will make it easier for our technicians to analyze and address the problem.

Tips:

1. How much air pressure required？

Check on the air pressure PSI value on side of the tire.

2. Bluetooth Pairing Solution

Due to version issue, please try these Apps (Honey Whale, KCQ scooter, Minirobot), only one Apps can pairing to the scooter, try 8 clicks on the power button to reset the bluetooth if fail to connect.

3. How to change tozero speed to go? (No kick required, simply push accelerator to go)

Go to the APP. Switch to Zero speed start.

Handle Bar Unable To Fold Solution

Seat Drop Down Solution

Seat Installation Video

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